



## SLMA (Single Location Maintenance Agreement)

A low-cost method for

- managing,
- monitoring,
- maintaining,
- servicing and
- upgrading

small (up to 5kVA), vital, UPS units at one site.

Organizations often have many small UPS systems backing up individual servers, telecommunications equipment, laboratory equipment or factory floor computer-controlled machinery. The IT department usually has responsibility for the UPS units that back up IT-owned assets (server closets, telecommunications gear, network-attached equipment). Often, the Facilities department, by default, takes responsibility for UPS units that back up “non-IT” assets (i.e. environmental monitoring, standalone laboratory systems, and standalone factory control systems).

Managing, monitoring, upgrading and replacing batteries of these UPS units is often neglected until the nearest user hears the characteristic beeping that says the unit is running on batteries. If, before the protected equipment can be safely shut down, batteries in the neglected UPS fail, work-in-progress may be lost, or worse, critical data may be lost entirely. In either case, the total man-hours of recovery time can be costly and the temporary unavailability of business decision-making data can impact revenue. To prevent the small nuisance of a temporary power failure from becoming the big nuisance of recovering lost work or data, Automated Power Technologies (APT) introduces the Single Location Maintenance Agreement (SLMA) for small (under 5000VA) UPS systems.

APT sells, services and installs Backup Power systems from major manufacturers. For our customers with many smaller UPS units, we also offer this unique maintenance agreement which allows IT and/or Facilities managers to ensure that their backup power will be there when needed. For organizations with 5 or more small (5KVA and below) UPS systems, we offer the following plan.

The SLMA STANDARD CONTRACT provides the following services.

- ❖ Contract Start-Up, which includes:
  - One hour of on-site support to:
    - install or supervise the installation of automatic shutdown and monitoring software
    - install or supervise the installation of paging and/or environmental monitoring software.
  - Complete Inventory listing of all small (under 5000VA) systems under the agreement:
    - Manufacturer
    - Model
    - Installation date (information from purchase records)
    - Last Date of battery replacement (information from purchase records)
    - location of each unit
      - owning department
      - owning user
      - physical location
    - for each unit, a description of the load being supported
  - Preparation of a database with data for each unit including:
    - All the above information plus:
      - the correct model numbers for all replacement batteries
      - the planned date for replacement of batteries
      - the planned date for replacement or upgrade of the UPS - based on age and condition
- ❖ Two Site Visits Per Year to include:
  - Review all UPS systems on the site
  - Do a battery load test (if possible without disturbing the loads).
  - Clean fans (if any)
  - Report to the customer with proactive reminders when battery replacements are recommended.
  - Train users to operate and check their units properly.
- ❖ Unlimited telephone support during normal business hours (8-5 M-F)
- ❖ Guaranteed discount of 20% on additional on-site software support
- ❖ Guaranteed discount of 20% on new equipment
- ❖ Guaranteed discount of 20% on service labor
- ❖ Guaranteed discount of 20% on replacement batteries
- ❖ Hazardous waste disposal of decommissioned UPS units and batteries at no additional charge.

Pricing:

QUANTITY of Units (5kVA and under) in agreement	Advanced purchase TERM		
	1 year	2 years	3 years
5-15	\$600	\$1110	\$1590
16-29	1200	2220	3180
30-49	1800	3330	4770
50-99	2400	4440	6360
99+	Call		

For purchase, maintenance or service on larger UPS systems, generators or other electrical systems, call for a quotation.

Call for a SITE EVALUATION for: review of your current infrastructure including physical environment, power protection and power distribution; discussions of future requirements; recommendations based on our findings.